

Sent via e-mail, fax, hand delivery  
and/or U.S. Mail

March 11, 2003

Mary L. Cottrell, Secretary  
Massachusetts Department of Telecommunications and Energy  
One South Station, 2nd Floor  
Boston, MA 02110

Re: Investigation by the Department into Bay State Gas Company's 2002  
Service Quality Report, filed pursuant to Service Quality Standards for  
Electric Distribution Companies and Local Gas Distribution Companies,  
D.T.E. 99-84, Att. 1, IX (June 29, 2001), D.T.E. 03-10

Dear Secretary Cottrell:

Enclosed for filing please find an original and one copy of the Attorney General's  
Comments; the Attorney General's First Set of Document and Information Requests; and a  
Certificate of Service.

Very truly yours,

---

Wilner Borgella, Jr.  
Assistant Attorney General  
Utilities Division  
Office of the Attorney General  
200 Portland Street, 4th Floor  
Boston, MA 02114  
(617) 727-2200 ext. 3449

WB/wb

Enc.

cc: Jody Stiefel, Hearing Officer (w/enc.)  
Service List (w/enc.)